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BEFORE THE ARIZONA CORPORATION COMM

COMMISSIONERS

BOB STUMP, Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH

2014 JUL 31 P 2:53

AZ CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF EPCOR WATER ARIZONA  
INC. FOR APPROVAL OF A TARIFF AT  
VARIANCE WITH ARIZONA ADMINISTRATIVE  
CODE R14-2-410.A.2 AND FOR A TARIFF FOR  
SHARING CUSTOMER WATER CONSUMPTION  
INFORMATION WITH THE CITY OF LAKE  
HAVASU, A MUNICIPAL PROVIDER OF  
WASTEWATER SERVICE.

DOCKET NO. W-01303A-13-0026

DECISION NO. 73879

NOTICE OF COMPLIANCE FILING

In compliance with Decision No. 73879, EPCOR Water Arizona, Inc. hereby files a copy of the notice provided to customers relating to the Water Service Termination Agreement with Lake Havasu City and the Customer Water Consumption Information Sharing with Lake Havasu City for the Havasu Water District. Exhibit A is the template for the notice provided to our existing customers whereas Exhibit B is the template notice for any new customers.

RESPECTFULLY SUBMITTED on July 31, 2014.

*Sandra L. Murrey*

Sandra L. Murrey  
Rate Analyst  
EPCOR Water Arizona, Inc.  
2355 W. Pinnacle Peak Road, Suite 300  
Phoenix, AZ 85027

Arizona Corporation Commission  
DOCKETED

JUL 31 2014

DOCKETED BY

*nr*

1 Original and 13 copies **filed**  
2 on July 31, 2014, with:

3  
4 Docket Control  
5 Arizona Corporation Commission  
6 1200 West Washington  
7 Phoenix, Arizona 85007

8  
9 Copies of the foregoing **emailed**  
10 on July 31, 2014, to:

11  
12 Brian K. Bozzo  
13 Compliance and Enforcement Manager  
14 Utilities Division  
15 1200 West Washington Street  
16 Phoenix, AZ 85007

# Exhibit A

June 7, 2013

<FIRST NAME>, <LAST NAME>  
<ADDRESS>  
<CITY>, <STATE> <ZIP>  
<ACCOUNT NUMBER>

Dear EPCOR Water Customer,

As your water service provider, we're committed to keeping you informed about changes to your water service. You are receiving this letter to provide you with information about a tariff that governs the sharing of customer water consumption information with non-affiliated entities.

**Why am I receiving this notice?**

EPCOR Water provides water utility service to certain residents of Lake Havasu City under a Certificate of Convenience and Necessity issued by the Arizona Corporation Commission (ACC). The city provides wastewater utility service to certain residents within its borders, some of whom are also EPCOR Water customers, or "shared customers."

On May 1, 2013 the ACC approved the application filed by EPCOR Water in which the company requested to assist the city in its collection of delinquent wastewater bills or charges when requested, by terminating and/or disconnecting water utility service to shared customers who are delinquent in paying their Lake Havasu City wastewater bill.

The ACC also approved the application filed by EPCOR Water in which the company requested to provide information to the city about monthly water consumption by Lake Havasu City customers. This information will help the city bill for sewer utility service to customers shared by Lake Havasu City and EPCOR Water. In the agreement the city acknowledged and agreed that it is authorized to use the Consumption Information provided by EPCOR Water only for purposes of its own sewer utility services billing. The city also acknowledged and agreed that it is **not** authorized to use any of the Consumption Information for any other purpose or to disclose any of the Consumption Information to any other party except as may be required by law or an order of the court of competent jurisdiction.

**What does this mean to me?**

Although EPCOR Water does not provide or bill for wastewater service to customers in Lake Havasu City, this agreement means that the city can ask EPCOR Water to terminate and/or disconnect your water service if you do not pay your Lake Havasu City wastewater bill. Please call Lake Havasu City at 928-453-4146 with questions about your Lake Havasu City wastewater bill and this agreement.

**Questions for EPCOR Water? We're here to help.**

Please call a customer care representative at 1-800-383-0834 or email [mywater@epcor.com](mailto:mywater@epcor.com) if you have any questions about this notice. We're available 24 hours a day, 7 days a week.

Sincerely,

Jane Smith  
Senior Manager, Customer Operations  
EPCOR Water

## Exhibit B

June 7, 2013

<FIRST NAME>, <LAST NAME>  
<ADDRESS>  
<CITY>, <STATE> <ZIP>  
<ACCOUNT NUMBER>

Dear EPCOR Water Customer,

As your new water service provider, we're committed to keeping you informed about your water service. You are receiving this letter to provide you with information about a tariff that governs the sharing of customer water consumption information with non-affiliated entities.

**Why am I receiving this notice?**

EPCOR Water provides water utility service to certain residents of Lake Havasu City under a Certificate of Convenience and Necessity issued by the Arizona Corporation Commission (ACC). The city provides wastewater utility service to certain residents within its borders, some of whom are also EPCOR Water customers, or "shared customers."

On May 1, 2013 the ACC approved the application filed by EPCOR Water in which the company requested to assist the city in its collection of delinquent wastewater bills or charges when requested, by terminating and/or disconnecting water utility service to shared customers who are delinquent in paying their Lake Havasu City wastewater bill.

The ACC also approved the application filed by EPCOR Water in which the company requested to provide information to the city about monthly water consumption by Lake Havasu City customers. This information will help the city bill for sewer utility service to customers shared by Lake Havasu City and EPCOR Water. In the agreement the city acknowledged and agreed that it is authorized to use the Consumption Information provided by EPCOR Water only for purposes of its own sewer utility services billing. The city also acknowledged and agreed that it is **not** authorized to use any of the Consumption Information for any other purpose or to disclose any of the Consumption Information to any other party except as may be required by law or an order of the court of competent jurisdiction.

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Although EPCOR Water does not provide or bill for wastewater service to customers in Lake Havasu City, this agreement means that the city can ask EPCOR Water to terminate and/or disconnect your water service if you do not pay your Lake Havasu City wastewater bill. Please call Lake Havasu City at 928-453-4146 with questions about your Lake Havasu City wastewater bill and this agreement.

**Questions for EPCOR Water? We're here to help.**

Please call a customer care representative at 1-800-383-0834 or email [mywater@epcor.com](mailto:mywater@epcor.com) if you have any questions about this notice. We're available 24 hours a day, 7 days a week.

Sincerely,

Jane Smith  
Senior Manager, Customer Operations  
EPCOR Water

1           11.       Staff recommends that the following sentence of the Delinquent Customer Shut-  
2 Off Notice be removed, *"In addition, if your water service is disconnected by EPCOR Water*  
3 *Arizona, Inc., you will be required to pay a reconnect fee to EPCOR Water Arizona Inc. to*  
4 *reestablish your water service."*. The Disconnect Fee in the Water Service Termination  
5 Agreement with Lake Havasu City tariff includes turn-off and turn-on service.

6           12.       Staff recommends approval of Staff's revised Water Service Termination  
7 Agreement with Lake Havasu City tariff attached hereto in Exhibit C. Staff's revised tariff  
8 includes clarifying language that applies to the Disconnect Cancellation Fee.

9           13.       Staff further recommends approval of Staff's revised Customer Water Consumption  
10 Information Sharing with Lake Havasu City tariff attached hereto in Exhibit D. Staff has revised  
11 the second paragraph of this tariff to correct the Section of the Agreement to which this tariff  
12 applies.

13           14.       Staff recommends approval of both tariffs as revised by Staff and discussed herein.  
14 These tariffs are similar to tariffs approved by the Commission for the Company's City of Peoria  
15 water system in Commission Decision No. 73562 and its City of Surprise water system in  
16 Commission Decision No. 68917.

17           15.       Staff further recommends that the Company provide notice, in a form acceptable to  
18 Staff, to all of its customers that are provided wastewater service by the City and water service by  
19 the Company by means of a bill insert in its next regular scheduled billing in a format acceptable  
20 to Staff. The Company shall file a copy of the notice with Docket Control as a compliance matter  
21 in this case within 30 days of providing notice to its customers.

22           16.       Staff further recommends that the tariffs not become effective until the first day of  
23 the month after the Company provides notice to all of its customers that are provided wastewater  
24 service by the City and water service by the Company.

25                               CONCLUSIONS OF LAW

26           1.       The Company is a public water and wastewater service corporation within the  
27 meaning of Article XV of the Arizona Constitution and A.R.S. 40-250 and 40-252.  
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